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21861 U.S.PTO

Please type a plus sign (+) inside this box **+**

PTO/SB/05 (08-00)

Approved for use through 10/31/2002 OMB 0651-0032

Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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UTILITY**PATENT APPLICATION
TRANSMITTAL**

(Only for new nonprovisional applications under 37 C.F.R. § 1.53(b))

APPLICATION ELEMENTS

See MPEP chapter 600 concerning utility patent application contents.

1. *Fee Transmittal Form (e.g. PTO/SB/17)
(Submit an original and a duplicate for fee processing)

2. Applicant claims small entity status. (See 37 CFR 1.27)

3. Specification Total Pages (39)

(preferred arrangement set forth below)

- Descriptive title of the invention
- Cross References to Related Applications
- Statement Regarding Fed sponsored R & D
- Reference to Microfiche Appendix
- Background of the Invention
- Brief Summary of the Invention
- Brief Description of the Drawings (if filed)
- Detailed Description
- Claim(s)
- Abstract of the Disclosure

4. Drawing(s) (35 U.S.C. 113) Total Sheets (34)

5. Oath or Declaration

- a. Newly executed (original or copy)
b. Copy from a prior application (37 C.F.R. § 1.63(d))
i. DELETION OF INVENTOR(S)

Signed statement attached deleting inventor(s) named in the prior application, see 37 C.F.R. §§ 1.63(d)(2) and 1.33(b).

6. Application Data Sheet. See 37 CFR 1.76

17. If a CONTINUING APPLICATION, check appropriate box, and supply the requisite information below and in a preliminary amendment, or in an Application Data Sheets under 37 CFR 1.76:

Continuation Divisional Continuation-in-part (CIP) of prior application no.: _____

Prior application information: Examiner: _____ Group / Art Unit: _____

For CONTINUATION or DIVISIONAL only: The entire disclosure of the prior application, from which an oath or declaration is supplied under Box 5b, is considered a part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

18. CORRESPONDENCE ADDRESS Customer No. or Bar Code Label

29838

or Correspondence address below

(insert Customer No. or Attach bar code label here)

Address Oppenheimer Wolff & Donnelly LLP
45 South Seventh Street, Suite 3300

City Minneapolis State Minnesota Zip Code 55402-1609

Country US Telephone 612.607.7508 Fax 612.607.7100

Name (Print/Type) Steven C. Lieske Registration No. (Attorney/Agent) 47,749

Signature

Date March 26, 2004

OPPENHEIMER: 2218555 v01 03/26/2004

22581 10/8/2004
11367

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U.S.PTO**FEE TRANSMITTAL****for FY 2004**

Patent fees are subject to annual revision.

Applicant Claims Small Entity

TOTAL AMOUNT OF PAYMENT	\$842.00	Attorney Docket No.:	60021-379801
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METHOD OF PAYMENT1. Authorized to charge indicated fees or credit

Deposit Acct No.	50-1901
Name:	Oppenheimer Wolff & Donnelly LLP

X Charge Any Add'l Fee Required
Under 37 CFR 1.16 and 1.172. Payment Enclosed:Check Credit**FEES CALCULATION****1. BASIC FILING FEE**

Large Entity Fee	Small Entity Fee	Fee description	Fee Paid
770	385	Utility filing fee	\$770.00
340	170	Design filing fee	
530	265	Plant filing fee	
770	385	Reissue filing fee	
160	80	Provisional filing fee	
SUBTOTAL (1)			\$770.00

2. EXTRA CLAIM FEES

Claims	Ind. Claims	Extra Claims	Fee	Fee Paid
24 - 20	=	4	18/9	\$72.00
3 - 3 =		0	86/43	\$0.00
Multiple Dependent			290/145	\$0.00

Large Entity Fee (\$)	Small Entity Fee (\$)	Fee Description
18	9	Claims in excess of 20
86	43	Independent claims in excess of 3
290	145	Multiple dependent claim
86	43	** Reissue independent claims over original patent
18	9	** Reissue claims in excess of 20 and over original patent
SUBTOTAL (2)		

**or number previously paid, if great; For Reissues, see above

Complete if Known

Application Number	
Filing Date	Herewith
First Named Inventor	Kevin N. Quiring
Examiner Name	
Group Art Unit	

FEES CALCULATION (continued)

Large Entity Fee Code (\$)	Small Entity Fee Code (\$)	Fee Description	Fee Paid
1051	130	2051	65 Surcharge - late filing fee or oath
1052	50	2052	25 Surcharge - late provisional filing fee or cover sheet
1053	130	1053	130 Non-English specification
1812	2,520	1812	2,520 Filing a request for ex parte reexamination
1804	920*	1804	920* Requesting publication of SIR prior to Examiner action
1805	1,840*	1805	1840* Requesting publication of SIR after Examiner action
1251	110	2251	55 Extension for reply within first month
1252	420	2252	210 Extension for reply within second month
1253	950	2253	475 Extension for reply within third month
1254	1,480	2254	740 Extension for reply within fourth month
1255	2,010	2255	1,005 Extension for reply within fifth month
1401	330	2401	165 Notice of Appeal
1402	330	2402	165 Filing a brief in support of an appeal
1403	290	2403	145 Request for oral hearing
1451	1,510	1451	1,510 Petition to institute a public use proceeding
1452	110	2452	55 Petition to revive - unavoidable
1453	1,330	2453	665 Petition to revive - unintentional
1501	1,330	2501	665 Utility issue fee (or reissue)
1502	480	2502	240 Design issue fee
1503	640	2503	320 Plant issue fee
1460	130	1460	130 Petitions to the Commissioner
1807	130	1807	130 Processing fee under 37 CFR 1.17(q)
1806	180	1806	180 Submission of Information Disclosure Stmt
8021	40	8021	40 Recording each patent assignment per property (times number of properties)
1809	770	2809	385 Filing a submission after final rejection (37 CFR 1.129(a))
1810	770	2810	385 For each additional invention to be examined (37 CFR 1.129(b))
1801	770	2801	385 Request for Continued Examination (RCE)
1802	900	1802	900 Request for expedited examination of a design application
Other fee (specify) _____			
*Reduced by Basic Filing Fee			SUBTOTAL (3)
			\$0.00

SUBMITTED BY		Complete (if applicable)	
Name	Steven C. Lieske	Registration No.: 47,749	Telephone: (612) 607-7508
Signature	<i>Steven C. Lieske</i>	Date:	March 26, 2004

UTILITY PATENT
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Kevin N. Quiring

Ser. No. :

Filed : Herewith

Title : ENHANCING INSIGHT-DRIVEN
CUSTOMER INTERACTIONS WITH AN
ENGINE

Docket No : 60021-37981

CERTIFICATE OF EXPRESS MAIL

EXPRESS MAIL Mailing Label Number: EV 256131135S

Date of Deposit: March 26, 2004

I hereby certify that these papers and fee(s) are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and are addressed to the Mail Stop Patent Application, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Paper(s) Enclosed:

- Certificate of Express Mail
- Postcard
- Patent Application Transmittal and Fee Transmittal (2 pages)
- Patent Application (Specification - 33 pages; Claims - 5 pages; Abstract 1 page)
- Executed Declaration (24 pages)
- 34 Sheets of Drawings
- Application Data Sheet (8 pages)
- Nonpublication Request (1 page)

By:


Ann Pommier, Secretary to Steven C. Lieske
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Minneapolis, Minnesota 55402
Telephone: (612) 607-7508

**NONPUBLICATION REQUEST
UNDER
35 U.S.C. 122(b)(2)(B)(i)**

First Named Inventor	Kevin N. Quiring
Title	ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS WITH AN ENGINE
Attorney Docket Number	60021+379801

I hereby certify that the invention disclosed in the attached application has not and will not be the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing.

I hereby request that the attached application not be published under 35 U.S.C. 122(b).

March 26, 2004
Date



Signature

(612) 607-7508

Telephone number

Steven C. Lieske

Typed or printed name

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application upon filing.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant must notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).**

This collection of information is required by 37 CFR 1.213(a). The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 6 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.